

How to Use the IT Services Technical Specialist Statewide Contract

Contract #: ITS43 Technical Specialist Contract Duration: 07/01/2010 to 07/01/13

MMARS #: ITS43TechSpec* Options to renew: No options available

Contract Manager: Marge MacEvitt, 617-720-3121, marge.macevitt@state.ma.us

This contract contains Small Business Purchasing Program (SBPP) and Supplier

Diversity Office SDO Contractors

Last change date: 03/29/13

Contract User Alert – 3/29/2013

The Strategic Sourcing Team (SST) for this procurement has decided to offer most ITS43 Technical Specialist contractors a one-year interim contract, through 6/30/2014, to put the Technical Specialist Contract on the same schedule as ITS43 Solution Providers and allow combining the two contracts into one in a successor contract. The new contract to replace both Technical Specialists and Solution Providers will have separate categories for companies whose gross annual income is \$4 million or less (the current requirement for Technical Specialists), and for larger companies (the current ITS43 Solution Provider contract). Thus, the current Technical Specialist companies will not have to compete against larger companies for a place on the new Contract. Combining the Procurements and Contracts will simplify the procurement and contract management processes, and make the contract easier for users to understand. It will also eliminate issues that arise when/if we make changes to the Technical Specialist dollar threshold. We expect to issue the RFR for the combined contract late in 2013/early 2014, with a start date of 7/1/2014.

ITS43 Technical Specialist vendors that are not in compliance with the requirements of their current contracts, or have not done any business under the contract, will not be offered interim contracts. Before the beginning of June, we will identify companies who are not scheduled to receive an interim contract. Instructions will be provided to enable Commonwealth Agencies that have current projects with those vendors to continue working with the vendor on the project for up to three years.

Contract Summary

This contract is for information technology (IT) professional services to perform fixed price projects. Hardware and commercial software (for example, Microsoft Office) are not covered under this contract. It is for services only. Types of services include:

- Software and Systems Development,
- Geographic Information Systems (GIS),
- Systems Integration / Networking,
- Systems Planning,
- Information Security, and
- Electronic Content Management Consulting

This Contract is limited to companies with a gross annual income of less than \$4 million. ITS43 Solution Providers is a similar contract for larger companies.

The contract does **not** include the following types of services:

- Document scanning,
- Web hosting (except for GIS applications),
- Automated network monitoring or similar services,
- Equipment maintenance,
- Data collection,
- Standardized training courses,
- Staff Augmentation (temporary staff paid on an hourly rate basis), and/or
- **Any services that are not primarily intellectual work performed by IT professionals**

Benefits and Cost Savings

- Wide range of vendors and specialty services
- Volume discounts
- 43 vendors, 70% small businesses, 30% M/WBE certified

Who Can Use This Contract?

Applicable Procurement Law: MGL c. 7, § 22; c. 30, § 51, § 52; 801 CMR 21.00

Eligible Entities:

01. Cities, towns, districts, counties and other political subdivisions
02. Executive, Legislative and Judicial Branches, including all Departments and elected offices therein;
03. Independent public authorities, commissions and quasi-public agencies
04. Local public libraries, public school districts and charter schools;
05. Public Hospitals, owned by the Commonwealth;
06. Public institutions of high education
07. Public purchasing cooperatives;
08. Non-profit, UFR-certified organizations that are doing business with the Commonwealth;
09. Other states and territories with no prior approval by the State Purchasing Agent required; and
10. Other entities when designated in writing by the State Purchasing Agent.

Pricing and Acquisition Method

Pricing

There are no hourly rates associated with these contracts. At least three quotes must be requested for all new projects, by emailing at least three vendors with the specifications for the project and [requesting a quote](#). Many vendors offer substantial Prompt Pay and volume discounts – see [Vendor Listing 1](#) for this information.

Acquisition Method

The only acquisition method is fee-for-service.

How to Obtain Services

Prepare a Request for Quotes (RFQ)

At a minimum, Agencies must request quotes from at least three companies. The “Statement of Work Template” located on the Forms & Terms tab may be used as the basis for a quote request, completing only those sections where information is available prior to Vendor selection. Also, for examples of completed RFQs, please see Document Numbers RFQ_ITD_GIS_2013_01 and RFQ_ITD_GIS_2013_02. These RFQs contain language to be used if your RFQ will be posted on Comm-PASS and will use the “Bidders Forum” for addressing questions from Vendors. To locate these RFQs, follow the directions under “Additional Information” below, but substitute the above Document Numbers.

Determine RFQ Distribution

If IT Bond funds will be used, projects worth more than \$50,000 must be posted on Comm-PASS. The posting *must* indicate that only ITS43 Technical Specialists (and other qualified Statewide Contractors, if the Agency wishes) may submit quotes.

Otherwise, you may use [Vendor Listing 2](#) below to select companies with the appropriate qualifications to perform the project. If there are many such companies, you may consider Prompt Pay, Warranties, Volume Discounts, M/WBE status, Small Business status, or other factors in making your choices. Please see [Vendor Listing 1](#) for this information. In addition, the [Vendor Information spreadsheet](#) includes additional information on company subspecialties (such as Technology Courseware Development, Wireless Applications, etc.) and pricing for GIS hosting services. Please see “[Additional Information](#)” to locate this spreadsheet.

It is NOT necessary to restrict your choice to vendors who list a specialty in the area of your project. Vendors were only allowed to select two broad specialties and many vendors have additional specialties. Vendors are not limited to providing services in the specialty areas listed.

Select a Vendor and Negotiate an Agreement

It is not necessary to select the lowest cost bid. The choice may be made based on “best value” to the Commonwealth.

Statement of Work (SOW) Template

The Statement of Work Template must be used for all engagements. It may be tailored to omit sections/terms which are not relevant or to add new sections/terms, however, Section 11.3, “Title and Intellectual Property Rights.” may not be altered without the written consent of the General Counsel for ITD (or the General Counsel’s designee).

Additionally, Section 7.1.2 provides that if the Vendor will develop a capability for viewing maps and related information on an internet web site, and if that web site will display map information available through MassGIS web mapping services (e.g., parcels, orthophotos,

streets, wetlands), then the Vendor is required to use MassGIS geospatial web mapping services. Agencies may not waive this requirement, but must obtain a written waiver from the Director or Assistant Director of MassGIS if the Vendor cannot or will not comply with this requirement. Contact neil.macgaffey@state.ma.us if such a waiver is needed.

Representations by Resources

This document must be signed by all resources (consultants) who will be providing services.

Additional Contract Terms

Time and Materials Engagements

Time and materials work is permitted only in cases where you and the contractor agree that a reasonable fixed price cannot be determined. The time and materials portion of a project should continue only until requirements are sufficiently well known to provide a fixed price quote. Quotes must be solicited from at least three contractors once the requirements have been established. The contractor who developed the requirements may be invited to submit a quote, but all contractors invited to submit quotes must have access to all of the information available to that contractor.

Phased Projects

If a fixed price cannot be provided for one phase of the project until an earlier phase is completed, the project should be structured as a series of fixed price deliverables. In this case, you must solicit quotes from at least three contractors for each phase of the project, unless you obtain a waiver from OSD's Contract Manager for ITS43. Waivers will, in general, be granted if it is impractical for a different contractor to complete the work within your timeframe and budget. This might be the case if only a small percentage of work remains to be completed, or if the project has to be completed within a fixed timeframe in order to be of value.

In soliciting quotes for later phases of a project, you may specify that you will not pay for any time required for a contractor to become familiar with the previous phases of the project.

Maintenance/Support for Systems Developed by Contractor

You may engage a contractor to provide maintenance/support for a system they have developed on an ongoing "as needed" basis for a negotiated hourly (or other time unit) rate or rates. In such cases, you are not obliged to solicit quotes from other contractors.

Warranty Terms

All bidders warrant that any systems they create or modify will operate in substantial conformance with the specifications for three months after acceptance. During the warranty period, bidders will correct any defects at no charge. The warranty period

offered varies between 3 months and 12 months depending on the bidder. The warranty period is shown in [Vendor Listing 1](#).

Other Software Support

Contractors who specialize in supporting a particular type of software may be engaged to provide ongoing “as needed” support for software products that have been obtained through other Statewide Contracts. You must solicit three quotes for hourly (or other time unit) support rates.

Subcontracting

You have the right to approve any subcontracts, and the right to a copy of the subcontract.

Performance and Payment Time Frames That Continue Beyond the Duration of the Contract

If you begin an agreement (SOW) with a Vendor at any time before the end of the ITS43 Technical Specialist Contract, the SOW may be for up to three years, even if the ITS43 Technical Specialist Contract will end before your SOW ends. After the ITS43 Contract ends, you may not modify the SOW to change the scope, increase the dollar amount, or extend the termination date.

Additional Information

The RFR is posted on the Forms & Terms tab. A “Vendor Information” spreadsheet includes the information shown below in the Vendor Listings in a single spreadsheet. It also contains additional information on subspecialties (i.e., wireless applications, technology courseware development, etc.) and rates for GIS hosting services. You may find this more practical than the Listings below, since the information can be sorted and used to easily email quotes to multiple vendors.

To locate the Contract (including the Forms & Terms):

1. Go to www.comm-pass.com;
2. Select the “Search for a contract” link (near bottom of page)
3. Enter ITS43 Technical Specialist as the Document Number
4. Select the results link which appears at the top of the page indicating that 1 contract meets the search criteria;
5. Select the View icon (eyeglasses) next to the document listed
6. Select the “Forms & Terms” tab to access the Contract Users Guide, the “Vendor Information” Spreadsheet and the RFR.

Strategic Sourcing Services Team Members

Abraham, Tomy	Department of Children and Families
Abreau, Claritza	Department of Mental Health
Cabral, Paul	Executive Office of Health and Human Services
Fortin, Dean	Department of Public Health
Hersey, Rachelle	Department of Revenue

Abraham, Tomy	Department of Children and Families
Hyde, Evelyn	Department of Transportation
Kates, Annemarie	Information Technology Division
Leach, Elizabeth	City of Boston
Lewis-Jeter, Yvette	Department of Insurance
MacGaffey, Neil	Executive Office of Environmental Affairs
Sullivan, Margaret	Department of Police

Vendor Listing 1 – Warranty, Volume Discount, Prompt Pay, M/WBE, Small Business

Awarded Contractors	email	Warranty Months - #	Volume Disc - \$50,000 or over	PPD10	PPD15	PPD20	PPD30	Certified M/WBE	Small Business
Aciron Consulting LLC	puneet.gangal@aciron.com	12	5%	5%	5%	5%	5%		y
Applied Geographics, Inc.	tharr@appgeo.com	12	5%	5%	5%	5%	5%		y
Ayacht Technology Solutions, LLC	mayotte.compass@ayacht.com	12	5%	5%	5%	5%	5%		y
Blue Front Telecom Group, LLC	dp@bftelecom.com	12	5%	5%	5%	5%	5%		y
Boston Data Group, Inc.	dan@bostondatagroup.com	12	NA	1%	1%	1%	NA		
Boston Systems & Solutions	kwrenn@bssc corp.com	12	5%	5%	NA	NA	NA		y
BrickLogix	sanjeev@bricklogix.com	12	5%	5%	5%	5%	5%	MBE	y
Bronner Group, LLC	mkatzin@bronnerngroup.com	12	5%	5%	5%	5%	5%	WBE	y
CARTOGRAPHIC ASSOCIATES INC.	tfountain@cai-info.com	12	3%	3%	2%	NA	NA		
Chameleon Consulting Inc.	robin@chamcon.com	12	5%	5%	5%	5%	5%	WBE	y
chloen systems inc.	ccampeau@chloensystems.com	12	5%	5%	5%	5%	5%		y
Communications Analysis Associates	bob@caaconsult.com	12	3%	5%	4%	3%	1%		
Corporate IT Solutions, Inc.	rshibley@corpitsol.com	12	5%	5%	5%	5%	5%		y
Creative Stride Inc.	sales@creativestride.com	12	5%	5%	5%	5%	5%	M/WBE	
DFA Group, LLC	dflaherty@AshtonServices.com	12	5%	5%	5%	5%	5%		
FAIRFAX DATA SYSTEMS	rfp@fairfaxdatasystems.com	5	3%	3%	2%	1%	NA	MBE	
Full Circle Technologies Inc	rajan@fullcircletech.com	12	5%	5%	4%	4%	NA	MBE	y
Geonetics	mvonwahlde@geonetics.com	12	3%	3%	3%	3%	3%		y
Global Sage Group	htheberge@globalsagegroup.com	9	4%	3%	2%	1%	1%		y
Guardian Information Technologies, Inc	klorian@guardianinfo.com	12	5%	5%	5%	5%	5%		y
HighTechnique, Inc.	compass@hightechnique.com	12	5%	5%	5%	5%	5%		y
IPT Associates LLC	bill.williams@iptassociates.com	12	5%	5%	5%	5%	5%		
JFK Systems, LLC	jkilloran@jfksystems.com	12	5%	5%	5%	4%	3%		y
Kyran Research Associates, Inc.	nancyw@kyran.com	12	5%	5%	5%	5%	5%	WBE	
MedAcuity Software	rsullivan@medacuitysoftware.com	12	5%	5%	5%	5%	5%		
Nelson Communications, Inc.	rpommet@nelcom.com	12	3%	5%	4%	3%	1%		y
PeopleGIS, Inc.	kevin@peoplegis.com	12	5%	5%	5%	5%	5%		y
Performance Guidance Group, Inc.	pggi-sjc@ix.netcom.com	12	NA	1%	1%	1%	1%		y
Sahasra Technologies Corp	priya@esahasra.com	9	4%	5%	3%	3%	3%		y
Soltrix Technology Solutions, Inc.	raghu.nandan@soltrixsolutions.com; raghu.nandan@soltrix.net	12	5%	5%	5%	5%	5%	M/WBE	
Stellar Corporation	sroy@stlr.net	12	5%	4%	4%	2%	2%	MBE	

Awarded Contractors	email	Warranty Months - #	Volume Disc - \$50,000 or over	PPD10	PPD15	PPD20	PPD30	Certified M/WBE	Small Business
Stonewall Solutions	jcondon@stonewallsolutions.com	6	1%	5%	5%	2%	2%		y
Strategic Solutions Group, LLC	jschaeffer@ssg-llc.com	12	NA	3%	3%	3%	3%		y
SWBailey Consulting LLC	scott.bailey@swbaileyconsulting.com	3	NA	1%	1%	1%	1%		y
SymbioSys Solutions, Inc.	arvind@symbiosysinc.com	12	5%	5%	5%	5%	5%		y
Synerginc Corporation	info@synerginc.com	12	5%	5%	5%	5%	5%		y
TECedge LLC	skelley@tecedge.net	12	5%	5%	5%	2%	1%	WBE	
The Communications Counselor LLC	chaloult@communicationscounselor.com	12	5%	5%	5%	3%	3%	WBE	
The Gartrell Group, LLC	molly@gartrellgroup.com	6	5%	5%	4%	3%	2%		y
Verity Consulting Co., Inc	daniel.murphy@verityconsultinginc.com	12	NA	3%	2%	2%	2%		y
ViewPoint Engineering, Inc.	kathryn@viewpoint-gis.com	12	5%	5%	5%	5%	2%		y
Webb Consulting Services, LLC	jwebb@webbconsult.com	12	5%	5%	3%	2%	1%		y
xfact inc	amit@xfact.com	12	5%	1%	1%	1%	1%		y

Vendor Listing 2 – Evaluated Specialties

The six broad specialty areas below were evaluated by the Strategic Sourcing Team. To qualify, Vendors provided detailed descriptions of two projects in a specialty, including scope and outcome, with client references for each project. Vendors could propose in at most two specialties. Vendors are NOT limited to providing services in their qualified specialty areas. Also, please see the [Vendor Listing](#) on Comm-PASS for additional information on subspecialties such as technical courseware development, wireless application development, etc.

For contact, prompt pay, warranty, M/WBE status, and Small Business status, please see [Vendor Listing 1](#).

Awarded Contractors	email	Software and Systems Development	Systems Integration / Networking	Systems Planning	Geographic Information Systems (GIS)	Information Security	Electronic Content Management
Aciron Consulting LLC	puneet.gangal@aciron.com	x					
Applied Geographics, Inc.	tharr@appgeo.com				x		
Ayacht Technology Solutions, LLC	mayotte.compass@ayacht.com		x	x			
Blue Front Telecom Group, LLC	dp@bftelecom.com		x				
Boston Data Group, Inc.	dan@bostondatagroup.com	x	x				
Boston Systems & Solutions	kwrenn@bssc corp.com			x			
BrickLogix	sanjeev@bricklogix.com	x				x	
Bronner Group, LLC	mkatzin@bronnergrou p.com		x				
CARTOGRAPHIC ASSOCIATES INC.	tfountain@cai-info.com				x		
Chameleon Consulting Inc.	robin@chamcon.com	x		x			
chloen systems inc.	ccampeau@chloensystems.com	x					
Communications Analysis Associates	bob@caaconsult.com		x				
Corporate IT Solutions, Inc.	rshibley@corpitsol.com					x	
Creative Stride Inc.	sales@creativestride.com	x					
DFA Group, LLC	dflaherty@AshtonServices.com	x					
FAIRFAX DATA SYSTEMS	rfp@fairfaxdatasystems.com	x					
Full Circle Technologies Inc	rajan@fullcircletech.com	x			x		
Geonetics	mvonwahlde@geonetics.com	x					
Global Sage Group	htheberge@globalsagegroup.com	x					
Guardian Information Technologies, Inc	klorian@guardianinfo.com		x	x			

Awarded Contractors	email	Software and Systems Development	Systems Integration / Networking	Systems Planning	Geographic Information Systems (GIS)	Information Security	Electronic Content Management
HighTechnique, Inc.	compass@hightechnique.com					X	
IPT Associates LLC	bill.williams@iptassociates.com	X					
JFK Systems, LLC	jkilloran@jfksystems.com		X				
Kyran Research Associates, Inc.	nancyw@kyran.com	X					
MedAcuity Software	rsullivan@medacuitysoftware.com	X	X				
Nelson Communications, Inc.	rpommet@nelcom.com		X	X			
PeopleGIS, Inc.	kevin@peoplegis.com	X			X		
Performance Guidance Group, Inc.	pggi-sjc@ix.netcom.com		X				
Sahasra Technologies Corp	priya@esahasra.com	X					
Soltrix Technology Solutions, Inc.	raghu.nandan@soltrixsolutions.com; raghu.nandan@soltrix.net	X					
Stellar Corporation	sroy@stlr.net	X					
Stonewall Solutions	jcondon@stonewallsolutions.com	X					X
Strategic Solutions Group, LLC	jschaeffer@ssg-llc.com	X	X				
SWBailey Consulting LLC	scott.bailey@swbaileyconsulting.com		X				
SymbioSys Solutions, Inc.	arvind@symbiosysinc.com		X				
Synerginc Corporation	info@synerginc.com	X		X			
TECedge LLC	skelley@tecedge.net			X			
The Communications Counselor LLC	chaloult@communicationscounselor.com			X			
The Gartrell Group, LLC	molly@gartrellgroup.com				X		
Verity Consulting Co., Inc	daniel.murphy@verityconsultinginc.com	X					
ViewPoint Engineering, Inc.	kathryn@viewpoint-gis.com	X			X		
Webb Consulting Services, LLC	jwebb@webbconsult.com			X			
xfact inc	amit@xfact.com	X					